

Subscriber Notification Report VoIP 911 Compliance

Applicable Docket number: WC Docket No. 05-196

Date Filed: August 10, 2005

Overview

As required by the FCC Public Notice (DA 05-2085) released July 26, 2005, Access Point, Inc. wishes to update the Commission as to its current status and process relating to VoIP 911 notification to our subscriber base.

Access Point, Inc. currently offers VoIP service through a reseller relationship with a supporting carrier. Our service footprint today covers areas where 911-type services are available, as well as areas where 911-type services are not available. Today we have only 6 Active Customers on VoIP service. These 6 customers equate to 12 Customer Locations. Of these 12 Customer Locations, 7 of them are Access Point, Inc. remote offices (our company sales offices).

Notification and Acknowledgement Status

Advisory - Actions Taken

- During pre-provisioning conference calls, Technical Service representatives discuss 911 differences and limitations with each customer. This practice was initiated July 25, 2005 and is now part of every customer pre-provisioning call.
- A Notification and Acknowledgment package was sent to existing customers. An Acknowledgment Form clearly describing their VoIP service and the limitations of such was included in this package. This form required the Customers Name, Signature, Title, and Date. This package also contained a cover letter communicating to the customer that this Acknowledge Form was a requirement and service suspension or termination would result if they did not comply.
- Our Customer Service management team also contacted in person, each of the 6 customers, some on multiple occasions, and reiterated the information, its importance, and the requirement to return the signed acknowledgement.
- Our Customer Service management team worked with each existing customer and delivered the Notification and Acknowledgement packages based on individual requirements. These delivery methods included email, fax, and overnight packages.
- Delivery of the Notification and Acknowledgement packages started August 3, 2005 and commenced August 5, 2005. Every existing customer received a package, some via multiple delivery methods.

- For all new customers, effective August 1, 2005, we have implemented the Notification and Acknowledgement package into our customer acquisition process and no new customers will be activated without completion of the acknowledgment.
- Warning Stickers will also be delivered as part of the customer acquisition process for all new customers.

As of today, August 10, 2005

- We have received signed Acknowledgment Forms from 6 of the 6 Customers (100%).
- This equates to 12 of the 12 active Customer Locations (100%)

Warning Stickers - Actions Taken

- Warning Stickers have been designed and are in the ordering process
- They have not yet been distributed to any of the active customers
- We fully expect to have the stickers, along with instructions, delivered to 100% of the active customers by August 29, 2005

Items not Sent

- As of today, August 10, 2005
- We did not send Notification and Acknowledge packages to 0 out of 6 customers (0% have not received notice)
- We did not send Warning Stickers to 6 out of 6 customers (100% have not received stickers)

Non-Affirmative Responses

- For those existing customers that do not return an affirmative acknowledgement form, we will continue to use our Customer Service Management team to actively pursue an affirmative response.
- On August 25, 2005, as a final warning, we will email, mail, and call all remaining non-affirmative customers with notification that their VoIP service will be disconnected August 30, 2005.
- On August 30, 2005, we will disconnect all customers that have not returned a signed acknowledgement form.

Maintenance of Acknowledgements

- We maintain several copies of the customers signed Acknowledgment:
 - A paper copy is filed in the customer hardcopy file folder
 - An electronic document is stored in our softcopy storage system, indexed by customer
- A specific Journal Type has been added to our CRM for reference
- We are also tracking the Acknowledge Process for new customers with specific work tasks in our Order Management system.

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